


**DEPARTMENT OF HEALTH
NURSING CARE QUALITY ASSURANCE COMMISSION
PROCEDURE**

Title:	Performance Reports and Procedure Review	Number:	W49.01
Reference:	RCW 18.130.160 RCW 18.130.175 WAC 246-840-750 through 246-840-780		
Contact:	Paula R. Meyer, MSN, RN, FRE Executive Director Nursing Care Quality Assurance Commission		
Effective Date:	March 8, 2019	Date Reviewed:	March 2019
Supersedes:	W27.01, W21.01, W22.01		
Approved:	 Tracy Rude, LPN Chair Washington State Nursing Care Quality Assurance Commission		

PURPOSE:

The Washington Health Professional Services (WHPS) director is responsible for the collection of program data and performance measures necessary for the comprehensive, quality evaluation of the effectiveness of the WHPS program and services provided. The WHPS director uses this data for analytic review of current performance trends, identifying business needs, supporting data-driven decisions, and improving business operations.

The WHPS director presents monthly and annual reports to the Nursing Care Quality Assurance Commission (NCQAC). The director annually reviews WHPS procedures and makes recommendations for change to NCQAC to remain consistent with industry best practices.

PROCEDURE:

- I. Monthly Reports
 - A. WHPS reports monthly to the Disciplinary Subcommittee.
 - B. The monthly report includes:
 1. Program participation enrollment.
 2. Licensure type (Nurse Technician, LPN, RN, ARNP, CRNA).
 3. Participation type (case-in-development, monitoring, closure).
 4. Admission type (voluntary, in lieu of discipline, disciplinary).
 5. Discharge type (successful completion/graduation, not appropriate, offered/refused, voluntary withdrawal).
 6. Outreach and educational activities.

7. Nurse compliance reports and actions taken.
8. Drug testing measures (missed check-ins, missed tests, dilute/abnormal samples, out-of-temperature range samples, substituted/adulterated samples).
9. NCQAC-approved performance measures.

II. Annual Report

- A. The WHPS director provides an annual report to NCQAC at the March general business meeting. The report includes program performance data from the previous calendar year.
- B. The comprehensive operating report includes recommended information from the National Council of State Board of Nursing *Substance Use Disorder in Nursing Resource Manual and Guidelines* (2011).
 1. Length of time to determine eligibility for participation.
 2. Length of time from when the program receives the referral to the execution of the agreement.
 3. Number and types of referrals.
 4. Number of nurses participating (new and existing nurses).
 5. Return to work rates and timelines for new and existing nurses.
 6. Success rates (number of nurses who successfully completed the program and number of nurses removed from practice in a timely fashion) and reasons for removal.
 7. Relapse rate/numbers.
 8. Number of nurses removed from practice and reasons for removal.
 9. Recidivism rates for completers.
 10. Case manager's caseloads.
 11. Internal quality assurance frequency and findings.
 12. Responses of case managers to non-compliance and relapse issues.
 13. Confirmation that required documents can be tracked and verified.
 14. External audit findings of performance.
 15. Legal or financial components as directed by NCQAC.
 16. Results of annual procedure review with NCQAC.
 17. Policy recommendations to the NCQAC.
 18. Education outreach plans and reports.
 19. Program direction to assure that decisions are congruent with current research, knowledge, best practices and compliance with legislative and NCQAC directives.
 20. Annual summary of performance measures.

III. Internal Audits

- A. NCQAC has established performance, quality, and nurse compliance metrics that WHPS continuously tracks and regularly reports to NCQAC.
- B. The WHPS director is responsible for a random selection and monthly audit of 30 nurse files for review. The WHPS director will submit the audit outcomes to the Discipline Subcommittee for review and inclusion in the NCQAC general business meeting packet.
- C. The WHPS director and staff are responsible for responding to and participating in disciplinary program, division, and department audits upon request.

IV. Procedure Review

- A. The WHPS director will compare current best practices and policies with current WHPS procedures.
- B. The WHPS director will present recommended revisions to the Disciplinary Subcommittee for consideration.
- C. The Disciplinary Subcommittee will review and discuss recommendations, and bring their recommendations to NCQAC.